



National
Aeronautics and
Space
Administration

Office Point of Contact Task Order 10.01 Performance Evaluation

Headquarters Information Technology Support Services NNH06CC93B

NASA OFFICE POINT OF CONTACT	PERIOD OF PERFORMANCE	SUITE
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INSTRUCTIONS

1. Please provide your overall rating for this performance period for each of the evaluation criteria.
2. If additional space is needed for comments, please attach a separate sheet.
3. If soliciting input from others, please consolidate into one overall rating.

EVALUATION CRITERIA

CUSTOMER SATISFACTION WORK EFFORT	<p>Please consider: Operations maintained with contract metrics; a customer oriented service environment is maintained; tasks, deliverables, service requests and problems are completed in accordance with schedules and project plans; completeness and quality of work and associated documentation; response times completed within established metrics; degree of flexibility and responsiveness to meet changing priorities and schedules; and effectiveness of communications with the customer.</p> <p>OVERALL RATING (See below for rating descriptions):</p> <p><input type="radio"/> EXCELLENT <input type="radio"/> VERY GOOD <input type="radio"/> GOOD* <input type="radio"/> SATISFACTORY* <input type="radio"/> POOR*</p> <p>*NOTE: If rating is Good, Satisfactory, or Poor, please provide comments.</p>
MANAGEMENT EFFECTIVENESS	<p>Please consider: Management visibility and responsiveness; effective utilization of resources and appropriate skill mix; recognition of work order priorities; effectiveness, efficiency, and appropriateness of communications among contractor staff and with the NASA interfaces; identification, resolution, approaches, and timely solutions to problems; establishment and maintenance of policies and procedures; effective integration of subcontractors and team members into a smoothly-operating team.</p> <p>OVERALL RATING (See below for rating descriptions):</p> <p><input type="radio"/> EXCELLENT <input type="radio"/> VERY GOOD <input type="radio"/> GOOD* <input type="radio"/> SATISFACTORY* <input type="radio"/> POOR*</p> <p>*NOTE: If rating is Good, Satisfactory, or Poor, please provide comments.</p>

COMMENTS:

NASA OFFICE POINT OF CONTACT (Signature)	DATE
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EXCELLENT	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; no deficiencies noted.
VERY GOOD	Very effective performance; fully responsive to task order requirements; accomplishment in a timely, efficient and economic; only minor deficiencies.
GOOD	Effective performance; fully responsive to task order requirements; reportable deficiencies, but with little identifiable effect on overall performance.
SATISFACTORY	Meets minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
POOR	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.